

I. Position Title: Field Services Coordinator Revision Date: 10/18  
EEO Category: Skilled Craft Worker  
Status: Non-Exempt  
Control No: 30572

Under the general supervision and direction of the Assistant Director/Operations Manager, Assistant Operations Manager, and the Field Services Supervisor, performs skilled and semi-skilled work pertaining to the operation and maintenance of water metering systems. Fills-in for the Field Supervisor in his/her absence.

- Performs crew leader responsibilities in the day to day operations of the meter crew.
- Responds to, resolves, and reports customer complaints. Recommends program improvements to solve ongoing complaints.
- Maintains and installs meter system components (both large and small meters, meter vaults and boxes, tests and repairs large meters).
- Operates and maintains various types of heavy, light and complex equipment used in the maintenance and construction of water and metering systems (mini-excavators, dump trucks, high-pressure machines, hand tools, etc.).
- Initiates and monitors maintenance schedules for routine and project work; develops, revises and administers work order system.

- Coordinates with Utility Billing to assure accurate reading of all meters in service area and assists with special investigations. Assigns Meter Techs to assist in investigations of leaks and billing questions from residents.
- Determines best means and methods necessary for the job. Plans and schedules meter reading routes to assure that routes are read within defined parameters.
- Provides expertise and support for other City departments.
- Coordinates meter maintenance and testing programs with Meter Technicians.
- Prepares a yearly operational budget for the division and submits it to the Public Utilities Asst. Director / Operations Manager for approval. Oversees expenditure of funds allocated for the division.
- Reads, inspects, installs and repairs residential and commercial meters.
- Coordinates activities with other supervisors, divisions, departments and agencies.
- Coordinates projects and upgrades with outside vendors and contractors/consultants.
- Tracks and maintains large inventories of water meters and parts.
- Generates work orders and checks for accuracy and inputs all work orders into CityWorks.

- Coordinates with engineering personnel on review and inspection of new developments.
- Responds to public inquiries, complaints, and requests.
- Fills-in for the Field Services Supervisor in his/her absence.
- Completes work orders and various other records pertaining to work activities.
- Performs other duties as assigned.

**Education:** High School diploma or equivalent required.

**Experience:** Five years of experience or technical training in water works, equipment operation, construction and/or closely related area is required to be eligible for this position; experience in meter maintenance and installation helpful.

**Certificates/Licenses:** CDL class A license must be obtained within 60 days of hire; must obtain a UDOT Flagging Certificate within three months of hire; Utah State Water Distribution Operator Grade 4 Certification required within 6 months of hire.

**Probationary Period:** A one-year probationary period is a prerequisite to this position.

**Knowledge of:** Tools, machines, and equipment used in the operation, maintenance and construction of the water system; principles of maintenance and construction of water related projects; OSHA safety standards and EPA water standards and other related local, state and federal regulations; knowledge of and ability to set up safe work zones in accordance with OSHA and state standards; water system facilities, equipment and operations; all aspects of meter reading system; Sensus AMI/RNI systems, Sensus Field Logic system, Customer portal application, large meter testing system, City accounts payable, billing software and department work management software; knowledge of the location of all meters in the system in order to assist meter techs and other department divisions with reading, repair and maintenance of the system.

**Responsibility for:** the care, condition, and use of materials, equipment, money and tools use by assigned crew. Responsible for the day to day operations of assigned crew members to assure they are productive and that jobs are completed within guidelines given.

**Communications skills:** Ability to furnish and obtain information from other departments. Must be able to effectively communicate verbally and in writing with staff and customers. Must be able to file, maintain and retrieve manual and computer records and reports.

**Tool, Machine, Equipment Operation:** Regular use of office equipment including a smart phone, computer/tablet, meter reading system, calculator, hand tools. Must be familiar with heavy equipment used by the Field Services crews to ensure that it is utilized properly and safely.

**Analytical Ability:** Must be able to generate reports from field data collected, in Excel and Word for use in budgeting and diagnostic decision making. Prioritize tasks, establish effective working relationships with employees and the public; perform most complex tasks without supervision.

VI **Working Conditions:**

*Physical Demands:* While performing duties of job, moderate climbing/balancing and constant stooping and kneeling are required; occasional lifting of up to 50 lbs.

*Work Environment:* Regular exposure to unpleasant or hazardous working conditions caused by water, noise, dust, heavy equipment, toxic fumes, traffic, heights, and high voltage equipment; work in trenches, vaults, and manholes; outdoor work in all types of weather; 24-hour on call status and answering a cell phone; seasonal shift work (including weekends and holidays) may be required.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved classification specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.

DEPT/DIVISION APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

PERSONNEL DEPT. APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_